Nintendo®

Product Returns Checklist

SOFTWARE AND ACCESSORIES ARE NOT RETURNABLE, UNLESS ORIGINALLY INCLUDED IN A HARDWARE PACKAGE

NINTENDO RETURNS AND WARRANTY REPAIR POLICY FOR SERIALIZED PRODUCT

To determine hardware return eligibility, store associates should call SiRAS™ Warranty Verification at 1-800-255-3788. Enter the serial number found on the bottom or back of the hardware unit.

This is a guide to help determine possible credit from Nintendo.
Please use your store's return policy to determine if a customer's return is valid.

Age From Registration or Customer Purchase Date to Date Returned to Store	Return to Nintendo?	Warranty Repair Through Nintendo?
Less than 90 Days	Yes	Yes
90 Days to 1 Year	No	Yes
Over 1 Year or Not Registered	No	**No**, but customer may contact Nintendo to set up a non-warranty repair.

Note: Hardware serial number must be scanned and registered at the time of the original sale.

For Serial Number Verification
Call 1-800-255-3788 (SiRAS Warranty Verification)

Call 1-800-875-1852 (ext. 1)
(Nintendo Retailer Assistance Hotline) for:
General Information
Product Checklists
Phone Stickers
Brochures

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Important Returns Steps

1. Open all packages. Is all the packaging material present? Are all Major and Minor components present?

2. Look at the color of the system. Is it the same as the color on the box?

3. Call SiRAS Warranty Verification hotline (800-255-3788) and check the serial number.

Console Systems
NINTENDO® 64
NINTENDO GAMECUBE™

Major Components (No Credits if Missing)
Control Deck*
Original Box
Protective Packaging Insert

*Be sure that the unit's color is the same as the color on the packaging.

Minor Components (10% Deduction for Each Missing Item)
Controllers*
AC Power Supply
Stereo A/V Cable
Software (If listed on package)
Other Accessories (If listed on package)

Hand Held Systems
Game Boy® Color
Game Boy® Advance

Major Components (No Credits if Missing)
Game Boy System*
Original Box
Protective Packaging Insert

*Be sure that the unit's color is the same as the color on the packaging.

Minor Components (10% Deduction for Each Missing Item)
Software (If listed on package)
Other Accessories (If listed on package)

Always Check:

Contents of all returned boxes.

Serial number with SiRAS Warranty Verification hot-line.